



## DRMO CUSTOMER SURVEY

**This is a survey of DoD facilities outside the continental U.S that submit excess DoD property to a DRMO. The purpose of the survey is to gauge customer satisfaction with the DRMO, identify desired service enhancements, and obtain suggestions for quality improvements.**

Customer Name/Organization:

Telephone Number:

Facsimile Number:

Email Address:

DRMO Frequented:

How did you first learn about the DRMO?

What factors contributed to your decision to use the DRMO?

What type(s) of property have you turned in to your DRMO during the past 12 months?

Usable Property

Batteries or Used Oil

Scrap or Precious Metals

Special Handling Property

Hazardous Property

MLI / CCLI Property

Please respond to the following questions to reflect your experience within the past 12 months.

- |  | Excellent | Good | Average | Fair | Poor | NA |
|--|-----------|------|---------|------|------|----|
| 1. How would you rate the assistance you receive from the DRMO <i>prior to your arrival</i> at the DRMO?   |           |      |         |      |      |    |
| 2. How would you rate the assistance you receive upon arrival at the DRMO with your property?  |           |      |         |      |      |    |
| 3. How would you describe the knowledge of DRMO personnel in the processing of your property when you arrived ?  |           |      |         |      |      |    |
| 4. How efficient is the DRMO in either providing electronic receipt documentation or returning completed DTIDs to your office within 5 working days of off-loading your property?  |           |      |         |      |      |    |
| 5. If you turn in higher value metallic scrap (copper, brass, high-temperature alloys), how efficient is the DRMO in weighing the material upon receipt and providing you with copies of weigh tickets?  |           |      |         |      |      |    |
| 6. How effective is DRMO assistance in preparing MOAs for property received in place (addressing issues such as custody, special handling, physical security, etc.)?   |           |      |         |      |      |    |
| 7. If you have turned in hazardous property requiring preinspection, did you receive adequate assistance from the DRMO environmental specialist in scheduling a preinspection at your location?  |           |      |         |      |      |    |
| 8. How would you rate the recycling services offered through your local DRMO? <i>If recycling is not currently offered by your DRMO, but you would be interested in this service, please identify this below as a desired service enhancement.</i> |           |      |         |      |      |    |
| 9. Overall, how would you rate the services provided by your DRMO?   |           |      |         |      |      |    |

Have you received a DRMO Customer Assistance Letter, a visit from your DRMO representative, or an invitation to a DRMO open house in the past 6 months?

Identify desired service enhancements or other suggestions for quality improvements.